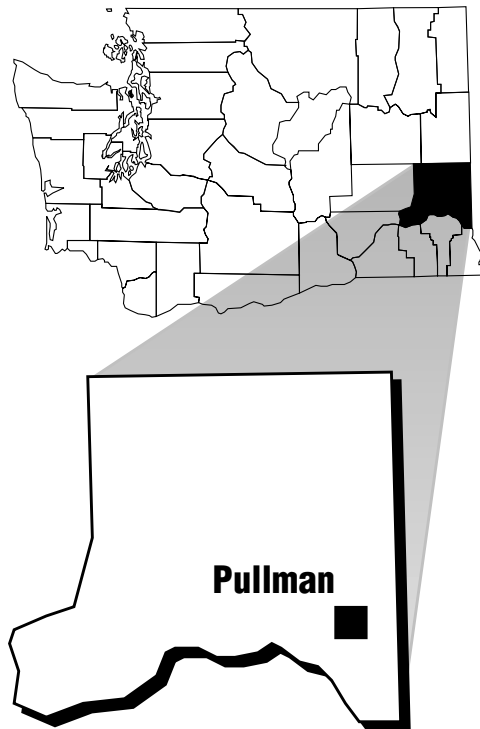


**Rod Thornton**  
**Transit Manager**

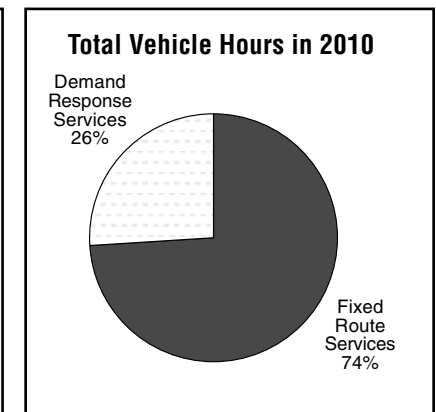
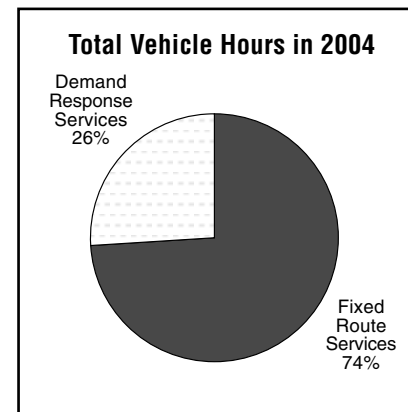
775 NW Guy Street  
Pullman, Washington 99163-3001  
(509) 332-6535

Internet Home Page: [www.pullmantransit.com](http://www.pullmantransit.com)



## System Snapshot

- Operating Name: Pullman Transit
- Service Area: City of Pullman, Whitman County
- Congressional District: 5
- Legislative District: 9
- Type of Government: City
- Governing Body: Pullman City Council
- Tax Authorized: Utility tax approved in November 1978.
- Types of Service: Seven fixed routes and Dial-A-Ride (Paratransit) service for elderly and persons with disabilities.
- Days of Service: Pullman Transit offers service with eight routes and Dial-A-Ride from 6:50 a.m. to 12:30 a.m., Monday through Friday, and from 9:00 a.m. to 12:00 midnight on Saturdays.
- Base Fare: 50 cents per boarding with free transfers, fixed route; Paratransit 40 cents per ride.



### Current Operations

Pullman Transit operates eight fixed routes Monday through Saturday during the school year:

- Three local routes.
- Five commuter routes.

Pullman Transit also provides two different routes for night and Saturday service. During school breaks and the summer quarter, Pullman Transit operates two fixed routes, instead of the eight.

Complementary Dial-A-Ride (Paratransit) for senior citizens over 65 years of age and persons with disabilities is provided six days a week.

Washington State University contracts with Pullman Transit permitting all students, staff, and faculty to ride without paying a fare by showing their WSU identification card. The Pullman School District also contracts with Pullman Transit permitting students who qualify to ride without paying a fare by showing a school-issued pass.



### Revenue Service Vehicles

Fixed Route – 16 total, 12 equipped with wheelchair lifts, age ranging from 1985 to 1997.

ParaTransit – Four total, all are ADA accessible, age ranging from 1996 to 2002.



### Facilities

The city of Pullman's maintenance and operations facility includes a 9,000-square foot building with the administration and dispatch functions, employees' area, and parking. A nearby 6,400-square foot building, used by all city vehicles, provides maintenance services.

Pullman Transit has one transfer center located on leased property with parking for four buses, a passenger shelter, and drivers' rest rooms. There are 19 bus shelters installed throughout the city. Washington State University has installed five bus shelters on the Pullman campus.

### Intermodal Connections

Pullman Transit provides access to:

- Wheatland Express with service to Moscow, Idaho.
- Northwest Stage Lines with service to Spokane and Boise.
- The Pullman-Moscow Regional Airport for Dial-A-Ride (Paratransit) users.

Bicycle access is available on all fixed route buses.

## 2004 Achievements

- Exceeded 16,000 Paratransit riders with a total of 16,704 passenger trips.
- Received a federal 5309 earmark grant to purchase one van and one minibus for Paratransit service.
- Added four hours of daily Paratransit service by adding another half time Paratransit driver position. Provided a total of three driver shifts starting in August increasing the total daily Paratransit operating hours from 26 to 30.
- Exceeded 1,000,000 riders on fixed route service with a total of 1,075,127 passenger trips.
- Realigned the fixed route service on the south side of town, which increased daily ridership by 20 percent.
- WSU completed a phone survey of WSU students requesting input on improving Pullman Transit services.
- Saturday fixed route service ridership averaged 800 riders per day, an increase of 200 rides per day or 33 percent compared to 2003.
- Ordered five new fixed route coaches.
- Made plans to expand bus storage facilities.



## 2005 Objectives

- Finalize plans for bus storage facility expansion.
- Receive and place into service five new 35-foot low floor buses.
- Receive and place into service one van and one minibus for the Paratransit service.
- Expand fixed route express service with a fifth bus (eight hours per day).
- Offer extended late night fixed route service on Friday and Saturday night from 12:00 am to 3:00 am.
- Expand fixed route service by offering A, I, and J routes during WSU breaks.
- Add holiday service.

## Long-range (2006 through 2010) Plans

- Purchase ten fixed route coaches.
- Upgrade Paratransit scheduling software.
- Purchase five Paratransit vans to replace older vans.
- Purchase ten new bus shelters.
- Upgrade fixed route data collection system and fareboxes.



## Pullman Transit

	2002	2003	2004	% Change	2005	2006	2007	2010
<b>Annual Operating Information</b>								
Service Area Population	24,929	25,300	<b>25,905</b>	2.39%	N.A.	N.A.	N.A.	N.A.
<b>Fixed Route Services</b>								
Revenue Vehicle Hours	14,177	15,760	<b>19,077</b>	21.05%	21,000	22,000	22,000	23,000
Total Vehicle Hours	14,850	16,721	<b>19,936</b>	19.23%	22,000	23,000	23,000	24,000
Revenue Vehicle Miles	174,492	197,196	<b>245,504</b>	24.50%	263,000	275,000	275,000	288,000
Total Vehicle Miles	182,782	209,308	<b>258,211</b>	23.36%	275,000	288,000	288,000	301,000
Passenger Trips	944,762	921,269	<b>1,075,127</b>	16.70%	1,242,000	1,267,000	1,318,000	1,371,000
Diesel Fuel Consumed (gallons)	47,553	52,766	<b>68,488</b>	29.80%	N.A.	N.A.	N.A.	N.A.
Fatalities	0	0	<b>0</b>	N.A.	N.A.	N.A.	N.A.	N.A.
Reportable Injuries	0	1	<b>1</b>	0.00%	N.A.	N.A.	N.A.	N.A.
Collisions	8	9	<b>12</b>	33.33%	N.A.	N.A.	N.A.	N.A.
Employees FTEs	13.3	15.1	<b>16.2</b>	7.09%	N.A.	N.A.	N.A.	N.A.
Operating Expenses	\$1,063,827	\$1,197,922	<b>\$1,473,435</b>	23.00%	\$1,786,000	\$1,822,000	\$1,858,000	\$2,032,000
Farebox Revenues	\$494,635	\$769,858	<b>\$995,491</b>	29.31%	\$0	\$0	\$0	\$0
<b>Demand Response Services</b>								
Revenue Vehicle Hours	4,971	5,878	<b>6,975</b>	18.66%	7,500	8,000	8,000	8,000
Total Vehicle Hours	5,297	6,172	<b>7,128</b>	15.49%	7,900	8,400	8,400	8,400
Revenue Vehicle Miles	48,422	52,849	<b>57,521</b>	8.84%	68,000	72,000	72,000	72,000
Total Vehicle Miles	51,594	55,523	<b>58,782</b>	5.87%	71,000	76,000	76,000	76,000
Passenger Trips	14,610	15,816	<b>16,704</b>	5.61%	17,000	17,000	17,000	18,000
Gasoline Fuel Consumed (gallons)	5,927	6,883	<b>8,105</b>	17.75%	N.A.	N.A.	N.A.	N.A.
Fatalities	0	0	<b>0</b>	N.A.	N.A.	N.A.	N.A.	N.A.
Reportable Injuries	0	3	<b>1</b>	-66.67%	N.A.	N.A.	N.A.	N.A.
Collisions	4	1	<b>9</b>	800.00%	N.A.	N.A.	N.A.	N.A.
Employees FTEs	5.2	5.7	<b>5.7</b>	0.18%	N.A.	N.A.	N.A.	N.A.
Operating Expenses	\$337,050	\$401,058	<b>\$517,694</b>	29.08%	\$601,000	\$613,000	\$625,000	\$663,000
Farebox Revenues	\$4,950	\$6,400	<b>\$9,316</b>	45.56%	\$0	\$0	\$0	\$0

	2002	2003	2004	% Change	2005	2006	2007	2010
<b>Annual Revenues</b>								
Utility Tax	\$727,137	\$731,713	<b>\$764,707</b>	4.51%	<i>\$800,000</i>	<i>\$820,000</i>	<i>\$840,000</i>	<i>\$898,000</i>
Farebox Revenues	\$499,585	\$776,258	<b>\$1,004,807</b>	29.44%	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
Federal Section 5311 Operating	\$277,041	\$241,302	<b>\$275,000</b>	13.97%	<i>\$287,000</i>	<i>\$300,000</i>	<i>\$325,000</i>	<i>\$325,000</i>
State Special Needs Grants	\$0	\$0	<b>\$26,611</b>	N.A.	<i>\$36,106</i>	<i>\$41,189</i>	<i>\$41,189</i>	<i>\$41,189</i>
Sales Tax Equalization	\$0	\$43,698	<b>\$70,866</b>	62.17%	<i>\$54,000</i>	<i>\$54,000</i>	<i>\$54,000</i>	<i>\$54,000</i>
Other	\$11,417	\$26,763	<b>\$12,866</b>	-51.93%	<i>\$23,000</i>	<i>\$15,000</i>	<i>\$12,000</i>	<i>\$13,000</i>
Total	\$1,515,180	\$1,819,734	<b>\$2,154,857</b>	18.42%	<i>\$1,200,106</i>	<i>\$1,230,189</i>	<i>\$1,272,189</i>	<i>\$1,331,189</i>
<b>Annual Operating Expenses</b>								
Annual Operating Expenses	\$1,400,877	\$1,598,980	<b>\$1,991,129</b>	24.52%	<i>\$2,387,000</i>	<i>\$2,435,000</i>	<i>\$2,483,000</i>	<i>\$2,695,000</i>
Total	\$1,400,877	\$1,598,980	<b>\$1,991,129</b>	24.52%	<i>\$2,387,000</i>	<i>\$2,435,000</i>	<i>\$2,483,000</i>	<i>\$2,695,000</i>
<b>Annual Capital Purchase Obligations</b>								
Federal Section 5309 Capital Grants	\$0	\$0	<b>\$0</b>		<i>\$1,244,000</i>	<i>\$88,000</i>	<i>\$1,232,000</i>	<i>\$0</i>
State Rural Mobility Grants	\$0	\$0	<b>\$0</b>		<i>\$290,185</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
Local Funds	\$0	\$0	<b>\$0</b>		<i>\$53,310</i>	<i>\$372,000</i>	<i>\$308,000</i>	<i>\$0</i>
Total	\$0	\$0	<b>\$0</b>	N.A.	<i>\$1,587,495</i>	<i>\$460,000</i>	<i>\$1,540,000</i>	<i>\$0</i>
<b>Ending Balances, December 31</b>								
Capital Reserve Funds	\$765,065	\$875,783	<b>\$875,783</b>	0.00%	<i>\$1,018,000</i>	<i>\$613,000</i>	<i>\$509,000</i>	<i>\$731,000</i>
Total	\$765,065	\$875,783	<b>\$875,783</b>	0.00%	<i>\$1,018,000</i>	<i>\$613,000</i>	<i>\$509,000</i>	<i>\$731,000</i>

### Performance Measures for 2004 Operations

	Fixed Route Services		Demand Response Services	
	Pullman Transit	Rural Averages	Pullman Transit	Rural Averages
Fares/Operating Cost	67.56%	14.57%	1.80%	2.83%
Operating Cost/Passenger Trip	\$1.37	\$4.97	\$30.99	\$21.77
Operating Cost/Revenue Vehicle Mile	\$6.0	\$4.24	\$9.0	\$4.65
Operating Cost/Revenue Vehicle Hour	\$77.24	\$74.61	\$74.22	\$54.55
Operating Cost/Total Vehicle Hour	\$73.91	\$70.38	\$72.63	\$51.43
Revenue Vehicle Hours/Total Vehicle Hour	95.69%	94.26%	97.85%	93.89%
Revenue Vehicle Hours/FTE	1,180	971	1,222	1,409
Revenue Vehicle Miles/Revenue Vehicle Hour	12.87	19.18	8.25	12.54
Passenger Trips/Revenue Vehicle Hour	56.4	20.5	2.4	2.7
Passenger Trips/Revenue Vehicle Mile	4.38	1.33	0.29	0.23

